

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 03/15/2011  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  445157	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED  C 03/09/2011
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NAME OF PROVIDER OR SUPPLIER  CLAIBORNE AND HUGHES HLTH CNTR	STREET ADDRESS, CITY, STATE, ZIP CODE 200 STRAHL STREET FRANKLIN, TN 37064
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F 246 SS=D	<p>483.15(e)(1) REASONABLE ACCOMMODATION OF NEEDS/PREFERENCES</p> <p>A resident has the right to reside and receive services in the facility with reasonable accommodations of individual needs and preferences, except when the health or safety of the individual or other residents would be endangered.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint #TN00026567</p> <p>Based on medical record review, observation and interview, it was determined the facility failed to provide services with reasonable accommodation of individual needs and preferences for 1 of 24 (Resident #3) sampled residents.</p> <p>The findings included:</p> <p>Medical record review for Resident #3 documented an admission date of 1/15/10 with diagnoses of End Stage Renal Disease, Hypertension, Diabetes and Peripheral Vascular Disease. The social progress notes dated 10/8/10 documented, "...SW [social worker] followed up with resident's dentures..." There was no other documentation for follow-up of the dentures.</p> <p>During an interview in Resident's #3 room on 3/7/11 at 4:45 PM, Resident #3 stated, "...My 'teeth' [dentures] were flushed down the toilet by my former roommate. A dentist came here about a year ago, took an impression of my mouth, and I still don't have my teeth. We [Resident #3 and his son] paid him [dentist] \$500 up front, I haven't</p>	F 246	<ol style="list-style-type: none"> <li>Residents will receive reasonable accommodation of individual needs and preferences.</li> <li>Denture fitting the mold for permanent dentures was performed on 3-11-11 for delivery of dentures on 3-23-11.</li> <li>Dental services contractor has been changed to new vendor.</li> <li>Social Services will report weekly on monday or friday to Performance Improvement Meeting with department managers regarding status of dental provider care delivery and outstanding services to any resident. Monitored by Administrator</li> <li>A recording log for services by the dental provider has been implemented and will be maintained by Social services reporting to monthly Quality Assurance meeting monitored by Director of Nursing to report outstanding dental services for dentures.</li> </ol>	<p>4-8-11</p> <p>3-11-11</p> <p>3-11-11</p> <p>4-8-11</p> <p>3-11-11</p>
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE <i>[Signature]</i>	TITLE Admin.	(X6) DATE 3/22/11
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Any deficiency statement ending with an asterisk (\*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 246	Continued From page 1 heard from this dentist. I can't eat good without my teeth..."	F 246			
	During an interview in the group meeting on 3/8/11 at 10:00 AM, Resident #3 stated, "My dentures have not been replaced... dentist hasn't come since October of 2010..."				
	Observation in Resident #3's room on 3/7/11 at 4:45 PM, revealed Resident #3 did not have bottom or top teeth.				
	Observation in the middle hall on 3/8/11 at 8:00 AM, revealed Resident #3 sitting in an electric wheelchair, on his way to the dining room. Resident #3 stated, "I don't eat breakfast, I just drink an Ensure."				
	Observation and interview in Resident's #3's room on 3/8/11 at 4:30 PM, revealed Resident #3 eating pizza. Resident #3 stated, "I have a hard time eating without my teeth."				
	During an interview in the employee's break room on 3/9/11 at 2:55 PM, the Administrator was asked if she had knowledge of Resident's #3 dental concerns. The Administrator stated, "...I am aware that the resident is private pay and [named dentist] has the dentures ready..." The Administrator was asked what responsibility the facility has toward residents with lost dentures. The Administrator stated, "...The teeth are ready, so you [state] want me to fork over a thousand dollars for his teeth... I have documentation of this [dental follow-ups] in QA [quality assurance] and my private files..." The facility was unable to produce any documentation of dental appointments or follow-ups.				
F 250	483.15(g)(1) PROVISION OF MEDICALLY	F 250			

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F 250 SS=D	Continued From page 2 RELATED SOCIAL SERVICE  The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.  This REQUIREMENT is not met as evidenced by: Based on review of the social services job description, medical record review, observation, and interview, it was determined the facility failed to provide medically related social services to attain or maintain residents physical, mental and psychosocial well being by not providing denture care for 1 of 24 (Resident #3) sampled residents.  The findings included:  Review of the facility's "JOB DESCRIPTION: SOCIAL SERVICES" documented "Establish a close, working relationship with the patient in order to assist the patient, as well as to identify any difficulty in adjustment to facility. Assess strengths and weaknesses of the patient in order to more adequately plan for with the patient. Communicate with the family re [regarding]: progress, plans, or problems involving the patient. Help family over the difficult period of admission and adjustment toward the resolution of any guilt feelings the family may be experiencing. The person holding this position is delegated the responsibility for carrying out the assigned duties and responsibilities in accordance with current existing federal and state regulations and established company policies and procedures."	F 250	<ol style="list-style-type: none"> <li>Facility will provide medically-related social services to attain or maintain the highest practicable, physical, mental and psychosocial well-being of each resident.</li> <li>Social Worker documented status of Resident # 3 dentures upon visit of dental provider on 3-11-11</li> <li>All residents with pending denture services will be documented as to the status of dentures and completion of dentures with communication and anticipated return of dentures.</li> <li>Dental provider has been changed to new dental provider</li> <li>Dental vendor will arrange visits with nursing secretary and social services to be on site every sixty days. Monitored by Director of Nursing and Administrator</li> </ol>	4-8-11 3-11-11 4-8-11 3-8-11 4-8-11	

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F 250	<p>Continued From page 3</p> <p>Medical record review for Resident #3 documented an admission date of 1/15/10 with diagnoses of End Stage Renal Disease, Diabetes, Hypertension and Peripheral Vascular Disease.</p> <p>Observation in Resident #3's room on 3/7/11 at 4:45 PM, revealed Resident #3 did not have any bottom or top teeth.</p> <p>Observations in the middle hall on 3/8/11 at 8:00 AM, revealed Resident #3 sitting in an electric wheelchair, on his way to the dining room. Resident #3 stated, "I don't eat breakfast, I just drink an Ensure."</p> <p>Observation in Resident's #3's room on 3/8/11 at 4:30 PM, revealed Resident #3 eating pizza. Resident #3 stated, "I have a hard time eating without my teeth."</p> <p>During an interview in Resident #3's room on 3/7/11 at 4:45 PM, Resident #3 stated, "...My 'teeth' [dentures] were flushed down the toilet by my former roommate. A dentist came here about a year ago, took an impression of my mouth, and I still don't have my teeth. We [Resident #3 and his son] paid him [dentist] \$500 up front, I haven't heard from this dentist. I can't eat good without my teeth..."</p> <p>During an interview in the group meeting on 3/8/11 at 10:00 AM, Resident #3 stated, "My dentures have not been replaced... dentist hasn't come since October of 2010..."</p> <p>Review of the social service progress notes dated 10/8/10 documented, "...SW [social worker] followed up with resident's dentures... will</p>	F 250		
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F 250	Continued From page 4 continue following up with resident's status [dentures]... There were no further documentation regarding Resident #3's dentures.  During an interview in the employee's break room on 3/9/11 at 11:55 AM, the Patient Advocate was asked who follows up with dental issues. The Patient Advocate stated, "...the social worker..."  During an interview in the employee breakroom on 3/9/11 at 12:00 PM, the Social Worker, was asked about interventions for residents needing dentures. The Social Worker stated, "...we change their diet to pureed..."	F 250			
F 364 SS=D	483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP  Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive, and at the proper temperature.  This REQUIREMENT is not met as evidenced by: Based on the group interview and observation, it was determined the facility failed to ensure that foods were served appealing and palatable for 1 of 2 (Dinner 3/7/11) dining observations.  The findings included:  Review of the facility's "[Name of] Corporate Dietitians" menu for dinner on 3/7/11 documented, "...Seafood Gumbo, Paprika Rice, House Salad, Hush puppies..." Review of the Recipe for Seafood Gumbo (Fish and Shrimp) documented meat ingredients of fish, shrimp and	F 364	1. Residents will receive and facility provide food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive and at the proper temperature. 2. Menu item seafood gumbo, rice hush puppies, and salad is replaced by white chicken chilli, pimento cheese sandwich, fruit salad. 3. Menus will be reviewed with	3-11-11  3-11-11	

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FORM CMS-2567(02-99) Previous Versions Obsolete      Event ID: ZC9511      Facility ID: TN9401      If continuation sheet Page 6 of 6